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81-1308/4

14 August 1981

MEMORANDUM FOR: Deputy Director for Administration
FROM: Deputy Director of Central Intelligence
SUBJECT: Office of Inspector General Study of Agency Boards
of Review

oam-2 -1

I have read the subject report and believe the suggestions made deserve your serious consideration. An effective, equitable process for settling employees' claims will be essential to our efforts to motivate people to serve overseas. Please advise me by 1 November 1981 what progress you have made in implementing the IG's suggestions.

STAT



B.R. INMAN
Admiral, US Navy

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John,

We received only one copy of the IG Inspection Report of the Agency Boards of Review. All of the "suggestions" to be taken are underlined. Since two offices are involved, I suggest we duplicate the report and send the respective reports to the proper office and ask them to report to us in a blind memo format so that a covering memo can be prepared forwarding the info to DDCI.

ba



19 AUG
1981

Date

FORM 101 USE PREVIOUS
5-75 EDITIONS

Headquarters Claims Review Board

1. Personal property claims under \$100 are settled by the chiefs of [] overseas installations. In April the board proposed that the limitation be raised to \$300. The IG endorses the board's proposal and suggests that the limitation be adjusted annually for inflation. (8) ✓ STAT
2. Suggest that the DCI and DDCI, in consultation with senior advisors, establish in writing the operating philosophy of the HCRB. (11) ✓
3. Suggest the DDA task the HCRB to review HR [] and recommend appropriate revisions. (11) STAT
4. Suggest that the DCI establish a policy that will provide fair and reasonable reimbursement for employees who innocently suffer financial loss during TDY assignments. (13) ✓
5. Suggest that the entire board, sitting as a group, review appeals dealing with claims under \$5,000; the DDA determine whether the board should continue to review appeals involving more than \$5,000, since all the members ruled on original claims in this category; a senior officer other than the DDA, possibly the DDCI, be named the reviewing authority on appeals involving more than \$5,000, since the DDA is the final authority on all original claims in this category. (13)
- STAT 6. Suggest that HR [] be expanded to list specific grounds for appeal and make clear that new evidence is not the only basis for reconsideration of a claim. (14)
7. IG rep to meet with board chairman to make necessary arrangements re changes in procedures relative to appeals. (15) ✓
8. Suggest that when the board believes a DCI or DDA reversal of its decision constitutes a policy change, it request a ruling from the DDA. If the DDA concurs, the regulation should be amended promptly. (15) ✓
9. Suggest that directorates select future board representatives against established criteria. (16) ✓
10. Suggest that the DDS&T and the D/NFAC broaden the scope of the board's experience by selecting HCRB representatives from senior officers of their own career services. (16) ✓
11. Suggest that the board as a group routinely review all claims that the chairman recommends be denied because they are not incident to service, there are indications of negligence, possession does not appear reasonable and proper, or they do not qualify for multiple claims. (17)
12. Suggest that board procedures and policies be codified to ensure long-term consistency in claims adjudication. (17)

13. Suggest that the HCRB and component chiefs of support meet once or twice a year for discussion and exchange of views on claims matters. We also suggest that when the board plans to reject a claim, it discuss the issues with the component support officer before making its final decision. (18)
14. Suggest that the HCRB submit a report to the DDA at the end of each fiscal year. (18)
15. Believe the board should encourage using the standard claims form since the current checklist detailing the steps involved in preparing a claim apparently is not doing the job in many instances. (19)
16. Suggest that the DDA establish a program to ensure that support personnel are adequately trained to assist overseas personnel in the preparation and submission of claims. We also suggest making the logistics officer of every component the focal point for claims training. (19)
17. Board chairman has tasked the claims review officer with drafting a handbook. (20)
- STAT 18. Chairman agrees a [redacted] system is logical and practical and has tasked the claims review officer [redacted] independently or when so instructed by the board. (20) STAT
19. Suggest that components also strongly encourage spouses of all employees assigned overseas to visit the FELO for information on the claims system. (21)
20. Suggest that the Director of Personnel consider hiring an insurance consultant to evaluate the coverage afforded by the 1964 Claims Act and private insurance companies to determine the best set of options for employees. (23) —
21. Suggest that the claims review officer, in coordination with CPB and FELO, prepare a question-answer handout which focuses on major employee concerns regarding insurance and protection of their personal possessions. (23)
22. Suggest that operating components, as part of the checkout process, routinely determine if travelers are familiar with their claims entitlements and the extent to which their personal belongings are protected by the government while they are on permanent or temporary assignment. (23) —
23. Suggest that the Director of Personnel review the contractor's findings to determine if an Agency-sponsored household effects insurance program is feasible. We also suggest that the Office of Personnel consider coordinating with the Army Claims Service and the Department of State on the possibility of an overall government-sponsored program if the COMPAC pilot project proves successful. (24) STAT
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Headquarters Survey Review Board

No suggestions

Board of Review

1. Endorse classification standard for OSA positions and encourage its implementation on a timely basis. (35) ✓
2. Suggest that no new OSA be given cash custodial responsibilities who has not taken and passed the Field Administration Course. (35) ✓
3. Suggest that area division B&F officers certify to the Director of Finance the suitability of an OSA to be a cash custodian. (35) ✓
4. Endorse OF's proposing revisions to regulations and procedures relating to cash custody and encourage their prompt promulgation. (36)
5. Suggest that senior managers ensure that the Performance Appraisal Report of employees and supervisors (including COS's and COB's) responsible for cash management include a statement on how well that responsibility is carried out. (36) ✓
6. Suggest that the DDA take the action necessary to have a charter for the Board of Review written and to establish procedures, philosophies, and definition of terms for board use. These should be added to the appropriate Agency regulations and handbooks and made available to all employees. (36) ✓
7. Suggest that the Director of Finance revise HR [] to authorize Headquarters operating officials to settle shortage and overage cases for amounts through \$100 in accounts other than their own. (37) ✓ STAT
8. Suggest that the Director of Finance revise regulations to have "Agency funds" lost, stolen or missing in a single incident settled by the Board of Review. (37) ✓
9. Suggest that the Director of Finance revise HHB [] to provide for a D0 representative as a permanent member of the Board of Review. (37) ✓ STAT
10. Suggest that the Director of Finance revise HHB [] to increase to 90 days the time for completing action on each report of shortage or overage unless extenuating circumstances indicate additional time should be permitted. (38) ✓ STAT
11. Suggest that the Director of Finance revise HR [] to grant employees found pecuniarily liable the right to appeal the decision to the DCI through the IG. Further, the communication notifying the employee of his liability should cite the regulation that describes the appeal process. (38) ✓ STAT

Overpayments Review Board

1. Suggest that the Director of Finance explore the possibility of modifying ETARS so that other data pertinent to pay and allowances can also be transmitted electronically for timely action. (42) ✓
2. Suggest that the Director of Finance establish a training program in Compensation Division and appoint a training officer. (43) ✓
3. We repeat our suggestion that the DDA take the action necessary to have a charter for the Overpayments Review Board written and to establish procedures, philosophies, and definition of terms for board use. These should be added to the appropriate Agency regulations and handbooks and made available to all employees. (43) ✓
4. Suggest that each employee be advised of his opportunity to request a waiver of the overpayment and of the appeal process if the waiver is denied. (44) ✓

STAT

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